

**Borough of Greencastle
Job Description**

JOB TITLE: Billing and Program Coordinator

REPORTS TO: Borough Manager

DEFINITION:

This position involves semi-skilled to skilled work. The employee will conduct all utility billing processes subject to utility account management, receipt and deposit of utility bill payments, curb/sidewalk payments and Accounts Receivable payments and will process quarterly billings for the Borough of Greencastle residents. The employee will be responsible for maintaining and implementing specific programs the Borough office administers. The employee is also responsible for maintenance regarding all IT equipment and procedures. The work requires excellent communication skills, a strong knowledge when utilizing various forms of technology, understanding basic math equations and is able to navigate complex computer software programs. A basic understanding of local government is preferred.

TYPICAL EXAMPLES OF WORK PERFORMED:

1. Compute, prepare, and mail quarterly water and sewer bills;
2. Prepare and mail delinquent/reminder notices to past due accounts;
3. Receive payments from the public for water/sewer payments and invoices for all government operations;
4. Prepare daily deposits and print associated reports related to utility accounts and billings;
5. Distribute applicable applications and permits to customers dependent on their needs;
6. Answer telephones for all Borough government functions, taking of messages, relaying information and logging of complaints;
7. Administer programs such as the curb/sidewalk program and recycling grant program;
8. Maintain the receipt of local real estate taxes;
9. Serve as the point of contact for all IT maintenance, along with overseeing the care of the Borough website;
10. Type letters, forms, and other documents;
11. Generate reports associated with quarterly usage and consumption for budgeting purposes;
12. Assist the Borough Manager with the implementation of projects and programs;
13. The above listing is not all inclusive of functions performed on a daily, monthly, or annual basis.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND EDUCATION:

1. Knowledge of English grammar, punctuation, and spelling;
2. Able to work both individually and cooperatively within a team oriented atmosphere;
3. Possess tenacity and grit within contentious situations;
4. Knowledge and efficiency in the use of typical office equipment;
5. Profound knowledge of technological terminology and equipment;
6. Ability to perform mathematical calculations, utility billings and meter supply billings.
7. Possess strong organizational skills;
8. Ability to type efficiently;
9. Ability to receive and provide information in response to inquiries and complaints from the general public;
10. Ability to maintain a good working relationship with personnel from the Borough, other governmental agencies and the general public;
11. A Business School Degree or equivalent work experience is desired.

I acknowledge that I have read the "Typical Examples of Work Performed" and "Required Knowledge, Skills, Abilities, Education, and Licensing Stipulations" for the Billing and Program Coordinator position; and I certify that I can perform these functions.

(Applicant Signature)

(Date)

(Witness Signature)

Management has the right to recommend to the Personnel Committee additions and/or modifications to duties of the position at any time